

CLAIMS

What is claimed is:

1. A method of blocking a return of products from a customer, the method comprising:

submitting, by the customer, an order to purchase a product from a vendor;

shipping the purchased product to the customer;

determining if a return of the purchased product should be approved or not be approved; and

if the return of the purchased product is not approved, then blocking the return of the purchased product in order to prevent the return of the purchased product.

2. The method of claim 1, further comprising:

if the return of the purchased product is approved, then accepting and processing the return of the purchased product.

3. The method of claim 1, further comprising:

if the return of the purchased product has been blocked, then unblocking the return of the purchased

product in some instances to permit the return of the purchased product.

4. The method of claim 1, wherein the determination if return of the purchased product should be approved or not be approved includes a review of the order by a personnel of the vendor.

5. The method of claim 1, wherein the order is submitted by the customer to a call center.

6. The method of claim 1, wherein the order is submitted by a customer to an online shopping website.

7. The method of claim 1, wherein blocking the return of the purchased product comprises:

entering text information associated with the purchased product to indicate that the return of the purchased product is to be denied.

8. The method of claim 7, wherein the text information is entered into a webpage.

9. The method of claim 1, wherein blocking the return of the purchased product comprises:

entering a text comment that indicates a reason why the return of the purchased product is blocked.

10. The method of claim 9, wherein the text comment is entered into a webpage.

11. The method of claim 1 wherein blocking the return of the purchased product prevents a refund to the customer for the purchased product.

12. The method of claim 1 wherein blocking the return of the purchased product prevents an exchange of the purchased product with another product.

13. An article of manufacture, comprising:

a machine-readable medium having stored thereon instructions to:

receive an order to purchase a product by a customer;
determine if a return of the purchased product should be approved or not be approved; and

block the return of the purchased product in order to prevent the return of the purchased product if the return of the purchased product is not approved.

14. An apparatus for blocking a return of products from a customer, the apparatus comprising:

means for receiving an order to purchase a product by a customer;

means for determining if a return of the purchased product should be approved or not be approved; and

means for blocking the return of the purchased product in order to prevent the return of the purchased product if the return of the purchased product is not approved.

15. An apparatus for blocking a return of products from a customer, the apparatus comprising:

a product return blocking system configured to receive an order to purchase a product by a customer, determine if a return of the purchased product should be approved or not be approved, and block the return of the purchased product in order to prevent the return of the purchased product if the return of the purchased product is not approved.

16. The apparatus of claim 15, wherein the product return blocking system is further configured to accept and process the return of the purchased product, if the return of the purchased product is approved.

17. The apparatus of claim 15, wherein the product return blocking system is further configured to unblock the return of the purchased product in some instances to permit the return of the purchased product, if the return of the purchased product has been blocked.

18. The apparatus of claim 15, wherein the determination if return of the purchased product should be approved or not be approved includes a review of the order by a personnel of the vendor.

19. The apparatus of claim 15, wherein the order is submitted by the customer to a call center.

20. The apparatus of claim 15, wherein the order is submitted by a customer to an online shopping website.

21. The apparatus of claim 15, wherein the product return blocking system blocks the return of the purchased product

by receiving entered text information associated with the purchased product to indicate that the return of the purchased product is to be denied.

22. The apparatus of claim 21, wherein the text information is entered into a webpage provided by the product return blocking system.

23. The apparatus of claim 15, wherein product return blocking system blocks the return of the purchased product by receiving an entered text comment that indicates a reason why the return of the purchased product is blocked.

24. The apparatus of claim 23, wherein the text comment is entered into a webpage provided by the product return blocking system.

25. The apparatus of claim 15 wherein blocking the return of the purchased product prevents a refund to the customer for the purchased product.

26. The apparatus of claim 15 wherein blocking the return of the purchased product prevents an exchange of the purchased product with another product.

27. A method of blocking a return of products from a customer, the method comprising:

submitting, by the customer, an order to purchase a product from a vendor;

shipping the purchased product to the customer;

checking a purchase history of the customer to determine if a return of the purchased product should be approved or not be approved; and

if the return of the purchased product is not approved, then blocking the return of the purchased product in order to prevent the return of the purchased product.

28. The method of claim 27, further comprising:

if the return of the purchased product is approved, then accepting and processing the return of the purchased product.

29. A method of solving a lost order problem, the method comprising:

submitting, by the customer, an order to purchase a product from a vendor;

shipping the purchased product to the customer;

investigating a possible lost of the purchased product;

shipping a replacement product to the customer;

charging a cost of the replacement product to an account of the vendor;

if the customer returns one of the purchased product or the replacement product, then accepting a return of the purchased product or the replacement product; and

crediting the account of the vendor for the returned product.

30. The method of claim 29, wherein the account of the vendor comprises a company credit card of the vendor.